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BCP-211

BlackBerry

Supporting BlackBerry Devices in an Enterprise Environment

<http://www.twpass.com/twpass.com/exam.aspx?eCode= BCP-211>

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Acquiring BlackBerry certifications are becoming a huge task in the field of I.T. More over these

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once you clear the exam you will be able to solve the real life problems yourself. Want to take

QUESTION: 1

A BlackBerry device user lost her BlackBerry device. What should a system administrator do to prevent her confidential data from being accessed by another person? (Choose one)

- A Delete her BlackBerry device user account in BlackBerry Manager
- B In the IT Admin Tasks pane, select Erase Data and Disable Handheld
- C Contact the service provider and request that service on the BlackBerry device be terminated
- D In BlackBerry Manager, right-click on the username and choose Wipe Handheld
- E Advise the BlackBerry device user to change her email account password immediately

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=1>

QUESTION: 2

A BlackBerry device appears to have stopped responding and an hour glass is displayed on the screen. The BlackBerry device is connected to the computer, but its status is shown as Disconnected in BlackBerry Desktop Manager. What are two ways to resolve this issue? (Choose two)

- A Click Options or Settings on the BlackBerry device Home screen > Select Advanced Options > Click Wipe Handheld
- B Perform a full back up of the BlackBerry device data and turn on advanced logging. Find the corrupt database indicated in the log, clear the corrupt database, and then restore the database to the BlackBerry device
- C Install the latest version of BlackBerry Device Software on the computer and run the application loader process
- D Remove the battery from the BlackBerry device while it is connected to the computer and run the application loader process. During the application loader process, re-insert the battery and complete the process
- E Click Options or Settings on the BlackBerry device Home screen > Select Advance Settings > Click Application Configuration > Select Allow Java Script and Allow JVM

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=2>

QUESTION: 3

Which organizer data application is unsupported for synchronization in BlackBerry Desktop Manager 4.2.2? (Choose one)

- A Sage ACT! 6.0
- B Novell GroupWise 6.57
- C Yahoo! Mail
- D IBM Lotus Notes 6.5
- E Microsoft Outlook 98

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=3>

QUESTION: 4

What are two reasons to implement S/MIME as part of a BlackBerry Enterprise Solution? (Choose two) A To increase the security of email message transmissions after they leave the organization infrastructure B To allow inter-connectivity of multiple BlackBerry Enterprise Servers in a single organizational infrastructure C To comply with security standards governed by an organization or a company D To improve phone call security between the BlackBerry device and the service providers?wireless towers to prevent digital scanners from picking up wireless signals E To allow secure Wi-Fi connections to a organization infrastructure from any hotspot by encrypting data packets

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=4>

QUESTION: 5

A BlackBerry device user has multiple groups in the address book of a messaging application Each day, the user synchronizes this address book with the BlackBerry device s Address Book While viewing the Address Book on the BlackBerry device, the user notices that some of the contacts are missing What should the user do to view the missing entries in the BlackBerry device s Address Book? (Choose one) A Display the menu > Select View > Select Show all Groups B Display the menu > Select Filter > Modify Category 4 C Display the menu > Select Options > Modify Sort By D Display the menu > Select SIM Phone Book > Select View E Display the menu > Select Show All Contacts

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=5>

QUESTION: 6

The BlackBerry device is displaying a 517 error What does this error indicate and what should be done to resolve the error? (Choose one) A This error indicates that a BlackBerry device does not have BlackBerry Device Software installed and needs to have the software installed using the backup and restore tool B This error indicates a BlackBerry device has a corrupt file system and needs to have BlackBerry Device Software installed using the application loader tool C This error indicates a BlackBerry device is locked and needs to have BlackBerry Device Software installed using the backup and restore tool D This error indicates a BlackBerry device has a corrupt file system and needs to have BlackBerry Device Software installed using the backup and restore tool E This error indicates a BlackBerry device is locked and needs to have BlackBerry Device Software installed using the application loader tool

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=6>

QUESTION: 7

A BlackBerry device can connect to BlackBerry Desktop Manager using which three connection methods? (Choose three) A USB port B Bluetooth technology C Infrared technology D COM port E FireWire connection F Parallel connection

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=7>

QUESTION: 8

Which two conditions must be met for a successful enterprise activation process? (Choose two) A Port 4101 on the firewall must be open B Email messages must go to the BlackBerry Enterprise Server administrator's inbox C Attachments with the .dat extension must be allowed D Message delivery from BlackBerrynet must be unrestricted E All PIM databases must be cleared using the backup and restore tool

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=8>

QUESTION: 9

During a clean uninstall of BlackBerry Desktop Manager, which two keys from the registry may need to be removed manually by the BlackBerry device user? (Choose two) A HKEY_LOCAL_MACHINE\Software\Research In Motion B HKEY_CURRENT_USER\Software\Research In Motion C HKEY_LOCAL_MACHINE\Software\BlackBerry D HKEY_CURRENT_USER\Software\BlackBerry E HKEY_CURRENT_USER\Software\RIM Device

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=9>

QUESTION: 10

Upon completion of an organizer data synchronization on the BlackBerry device, a message appears indicating that several records were skipped. What would cause this message to appear?

(Choose one) A One or more of the records in one of the organizer data applications is missing a piece of information that is required for synchronization to occur B BlackBerry Desktop Software lacks the proper permission to access the data C BlackBerry Desktop Software is unable to connect to an organizer data application and, as a result, some records were skipped D A setting in the Configure Synchronizer options is set to skip records 6 that are dated prior to today E The BlackBerry device has reached the maximum number of entries for the application and is unable to add more entries

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=10>

QUESTION: 11

Using BlackBerry Manager, what are two ways to navigate to the Resend IT Policy option? (Choose two) A Navigate to Tools > Select Policies > Select a policy name > Select Edit > Select Users > Click Resend IT Policy B Right-click on the BlackBerry device user account > Click Resend IT Policy C Select the BlackBerry device user account > Select IT Admin in the Task pane > Click Resend IT Policy D Select the BlackBerry Enterprise Server name > Select IT Admin > Click Resend IT Policy E Right-click on the BlackBerry device user account > Select IT Admin > Click Resend IT Policy

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=11>

QUESTION: 12

When performing an enterprise activation, the following error message appears Some databases failed to synchronize Address Book What are two possible causes of this error? (Choose two) A Contact information required for synchronization is missing B The address book is too large to synchronize C Wireless PIM Sync is turned off D There are invalid characters (such as #, %, \$, and &) in the address book E The BlackBerry Device Software installed on the BlackBerry device has become corrupt

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=12>

QUESTION: 13

A BlackBerry device stops responding and displays the following 7 error message APP Error 200 Reset What troubleshooting steps should be taken to resolve this issue? (Choose one) A During the application loader process, make sure the Automatically back up and clear the

application database option has been selected B Before performing the application loader process, verify that the Content Protection and Content Compression options on the BlackBerry device have both been turned off C Before performing the application loader process, verify that the Regenerate Encryption keys manually option has been selected under Email Settings in BlackBerry Desktop Manager D While performing the application loader process, make sure the Erase all application data and Erase all currently installed applications options are both selected under Advanced options E During the application loader process, make sure the DOD Root Certificates option is selected and reset the BlackBerry device

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=13>

QUESTION: 14

A BlackBerry device user wants appointments in the Calendar to appear on the BlackBerry device for at least three months after the appointments date How can this be accomplished? (Choose one) A Display the menu > Select Options > Modify Allow Appointments B Display the menu > Select Options > Modify Appointment Memory C Display the menu > Select Options > Modify Keep Appointments D Display the menu > Select Options > Modify Show All Appointments E Display the menu > Select Options > Modify Previous Appointments

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=14>

QUESTION: 15

What is required to enable S/MIME support on the BlackBerry device? (Choose one) A Identifier for the S/MIME Support Package for BlackBerry Smartphones B Passcode for the S/MIME Support Package for BlackBerry Smartphones C Authentication key for the S/MIME Support Package for BlackBerry Smartphones D Client access license for the S/MIME Support Package for BlackBerry Smartphones 8 E Client validation license for the S/MIME Support Package for BlackBerry Smartphones

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=15>

QUESTION: 16

Given the following - The BlackBerry device has been provisioned properly by the service provider - The BlackBerry device user has been added to the BlackBerry Enterprise Server - The enterprise activation password has been set - The user has navigated to the enterprise

activation screen and typed an email address and the activation password provided by the system administrator What happens during the Activating stage of the enterprise activation process? (Choose one) A The BlackBerry Enterprise Server sends an activation email message to the user s mailbox to start the activation Once this email message arrives in the user s mailbox, the process continues to the Verifying Encryption stage B The BlackBerry device sends an activation email message to the user s mailbox The activation email message is then processed by the BlackBerry Enterprise Server and the BlackBerry device displays Verifying Encryption C The BlackBerry device sends an email message to the BlackBerry Enterprise Server that includes the user s email address and PIN When this email message is retrieved by the BlackBerry Enterprise Server, the BlackBerry device displays Verifying Encryption D The BlackBerry Enterprise Server attempts to communicate directly with the BlackBerry device during this stage Activating?will continue to be displayed on the BlackBerry device and Initializing will be displayed on the BlackBerry Enterprise Server until the activation is complete E The BlackBerry device sends a PIN message to the BlackBerry Enterprise Server to initiate the activation process When the PIN message is received by the BlackBerry Enterprise Server, the email address is verified and the BlackBerry device displays Verifying Encryption

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=16>

QUESTION: 17

Which three components of BlackBerry Desktop Manager are available in BlackBerry Web Desktop Manager? (Choose three) 9 A Application Loader B Backup and Restore C Synchronize D Email Settings E Synchronize Certificates

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=17>

QUESTION: 18

When the BlackBerry device displays lower case lettering for the network status, what are the first two steps that should be taken to re-establish network connectivity? (Choose two) A Re-install BlackBerry Device Software B Activate the BlackBerry device over the wireless network C Perform a hard reset of the BlackBerry device D Register the BlackBerry device over the wireless network E Resend service books from the BlackBerry Enterprise Server

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=18>

QUESTION: 19

Which BlackBerry Enterprise Server service, when stopped, may negatively impact the enterprise activation process? (Choose one) A BlackBerry Alert Service B BlackBerry MDS Services C BlackBerry Policy Service D BlackBerry Enterprise Service E BlackBerry Attachment Service

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=19>

QUESTION: 20

After a BlackBerry device user initiated an enterprise activation from her BlackBerry device, the enterprise activation message fails to arrive in her mailbox. What are three causes of this problem? (Choose three) 10 A The user typed an incorrect email address prior to starting the enterprise activation B A spam email message filter prevented the delivery of the enterprise activation message C The user account has not yet been added to the BlackBerry Enterprise Server D The BlackBerry device was previously active on another BlackBerry Enterprise Server and has a conflicting IT policy E The BlackBerry device failed to register on the wireless network or is not provisioned for BlackBerry Enterprise Server services

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=20>

QUESTION: 21

A BlackBerry device user is transferring a video file to a media card. Which three video codecs are supported by the BlackBerry device? (Choose three) A MPEG-4 Part 2 B H263 C DivX D WMV 9 E RealVideo

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=21>

QUESTION: 22

Which three BlackBerry Enterprise Server components can be installed remotely on a stand-alone server? (Choose three) A BlackBerry Attachment Service B BlackBerry Policy Service C BlackBerry MDS Connection Service D BlackBerry Router E BlackBerry Synchronization Service

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=22>

QUESTION: 23

A BlackBerry device user wants to copy contacts from the 11 BlackBerry device to an organizer application on the computer, but does not want to copy contacts from the organizer application on the computer to the BlackBerry device When configuring the synchronization options, which operation should be selected? (Choose one) A Import B Export C Synchronize D Handheld wins E Reconcile

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=23>

QUESTION: 24

Which three types of documents are available to BlackBerry devices? (Choose three) A BlackBerry device user guides B Safety and product information booklets C BlackBerry device getting started guides D Fixed and known issues lists E Handheld management guides

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=24>

QUESTION: 25

What is the purpose of Content Protection for a BlackBerry device? (Choose one) A Encrypts data stored locally B Locks message databases with a password C Stores all media files in a hidden folder D Allows wireless messages to be encrypted E Prevents intrusions from other wireless device users

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=25>

QUESTION: 26

A BlackBerry device user needs a colleague public certificate 12 What are two ways for the BlackBerry device user to obtain the colleague s public certificate if LDAP queries are failing? (Choose two) A The colleague sends the user an encrypted message B The colleague sends the user a signed message C The colleague sends the user the public certificate D The user performs an address book lookup for the colleague E The colleague s public certificate is resent from the BlackBerry Enterprise Server

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=26>

QUESTION: 27

A system administrator has just received word that a new software configuration called ABC Config has been created. The system administrator's supervisor wants the new configuration assigned to his BlackBerry device so he can test it. Starting from BlackBerry Manager, what should the system administrator do to accomplish this task? (Choose one)

A Click on the BlackBerry Enterprise Server name > Select the Users tab > Double-click on the supervisor's account > Click the IT Policy menu item > Click the drop-down arrow > Click Assign Software Configuration > Click OK

B Click on the BlackBerry Enterprise Server name > Select the Users tab > Right-click on the supervisor's account > Select Assign Software Configuration > Select the correct configuration > Click OK

C Click on the BlackBerry Enterprise Server name > Select the All Users tab > Right-click on the supervisor's account > Click Assign Software Configuration > Select the correct configuration > Click OK

D Click on the BlackBerry Enterprise Server name > Select the Users tab > Double-click on the supervisor's account > Select the IT Policy menu item > Click Software Configuration > Select the correct configuration > Click OK

E Click on the BlackBerry Domain > Click the Software Configurations tab > Right-click on the correct configuration > Click Add User > Select the supervisor's account > Click OK

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=27>

QUESTION: 28

13 Which component of the BlackBerry Enterprise Server data flow acts as a mediator and interpreter between the messaging server and multiple wireless networks? (Choose one)

A BlackBerry Infrastructure B BlackBerry Router C BlackBerry MDS D Internet connection E Firewall

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=28>

QUESTION: 29

Starting from the Users tab, what would a system administrator do to locate the option to disable email redirection in BlackBerry Manager for a BlackBerry device user? (Choose one)

A Right-click on the appropriate user account > Under the IT Admin fly-out, click Disable Redirection

B Select the appropriate user account > Click Service Access > Select the Disable Redirection check box

C Select the appropriate user account > Click Edit Properties > Select

the Disable Redirection check box D Right-click the appropriate user account > Click Stop Redirection E Right-click the appropriate user account > Under the IT Admin fly-out, click Restrict Redirection

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=29>

QUESTION: 30

A system administrator has just received a new BlackBerry device for an existing BlackBerry device user and wants the user to come to the office to collect it Using BlackBerry Manager, how would the system administrator send a PIN message to the old BlackBerry device to let the user know to come to the office? (Choose one) A Select the Users tab > Right-click on the user s account > Select Send PIN > Type the message B Select the Users tab > Right-click on the user s account > Select Send Message > Type the message C This feature is unavailable The PIN message must be sent from a BlackBerry device D Select the Users tab > Right-click on the user s account > Select 14 Connect to Handheld > Type the message in the PIN field E Select the All Users tab > Right-click on the user s account > Select Send PIN > Type the message

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=30>

QUESTION: 31

A BlackBerry device user encounters an issue that is new to the support representative What information could the support representative search for in the BTSC? (Choose three) A Knowledge base article number B Exact error message C Action the BlackBerry device user was trying to complete D Symptom of the issue E BlackBerry device release notes

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=31>

QUESTION: 32

Which three BlackBerry Enterprise Server components must be installed locally on the same physical server on which the BlackBerry Enterprise Server software is installed? (Choose three) A BlackBerry Database Service B BlackBerry Dispatcher Service C BlackBerry Controller Service D BlackBerry Synchronization Service E BlackBerry Collaboration Service

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=32>

QUESTION: 33

Which two BlackBerry device series have a SureType keyboard? (Choose two) A BlackBerry 8300 Series B BlackBerry 7100 Series C BlackBerry 8100 Series D BlackBerry 8800 Series 15 E BlackBerry 8700 Series

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=33>

QUESTION: 34

Which BlackBerry Enterprise Server component is responsible for maintaining a connection to the BlackBerry Infrastructure? (Choose one) A BlackBerry MDS Connection Service B BlackBerry Router C BlackBerry Controller Service D BlackBerry Server Service E BlackBerry SRP Service

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=34>

QUESTION: 35

What is the purpose of the BlackBerry Router? (Choose one) A Provides secure access to online content and applications contained on an organization intranet, or on the Internet, through the BlackBerry Enterprise Server B Synchronizes data between the BlackBerry Enterprise Server Management database and BlackBerry device user mailbox, and is required by the BlackBerry MDS Services Push Server C Manages the wireless network connection for the BlackBerry Enterprise Server and also directs data to BlackBerry devices that are connected to a computer using serial bypass D Monitors key BlackBerry Enterprise Server components and restarts these components if they stop responding E Executes data encryption and compression functions for all data that is sent or received by the BlackBerry Enterprise Server

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=35>

QUESTION: 36

Which service book prevents a BlackBerry device user from clearing some PIM databases using the backup and restore tool in BlackBerry Desktop Manager? (Choose one) 16 A Desktop [CMIME] B Desktop [ALP] C Desktop [SYNC] D Desktop [IPPP] E Desktop [PIM]

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=36>

QUESTION: 37

During a clean uninstall of BlackBerry Desktop Manager, the BlackBerry device user is unable to delete the Research In Motion folder under C:\Program Files Which two steps should be performed during the clean uninstall? (Choose two) A Re-install BlackBerry Desktop Manager B Restart the computer and delete the Research In Motion folder C Rename the Research In Motion folder D Disable the Microsoft Windows Firewall security option and delete the Research In Motion folder E In the Registry Editor, delete the Research In Motion folder

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=37>

QUESTION: 38

Which path is used to locate BlackBerry Smart Card Reader options on the BlackBerry device? (Choose one) A Options > Advanced Options > Smart Card B Options > Security Options > Smart Card C Options > Smart Card > Security Settings D Options > Security Options > Advanced Security > Smart Card E Options > Smart Card > Settings

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=38>

QUESTION: 39

What are two ways to locate the PIN and IMEI on a BlackBerry device? (Choose two) A Go to Options > Select Status 17 B Look on the back of the SIM card C Go to Options > Select Security Options > Select General Settings D Look on the sticker under the battery E Go to Options > Select Mobile Network

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=39>

QUESTION: 40

While attempting to uninstall BlackBerry Desktop Manager, a BlackBerry device user receives the following error message Error 1326 Error getting file security C:\Program Files\Research In

Motion \BlackBerry\ Transaction Manager\ComponentData\Eventlogs GetLastError 5 Which troubleshooting steps should you take to resolve this issue? (Choose one) A Using the command prompt, delete the Eventlogs folder and perform a clean uninstall of BlackBerry Desktop Manager B In the Registry Editor, change the Data value of Eventlogs from 5 to 0 and perform a clean uninstall of BlackBerry Desktop Manager C Change owner permissions on the Eventlogs folder, delete the Eventlogs folder, and then perform a clean uninstall of BlackBerry Desktop Manager D Start the computer in the safe mode and perform a clean uninstall of BlackBerry Desktop Manager E Run the Windows Installer CleanUp Utility and repair BlackBerry Desktop Manager

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=40>

QUESTION: 41

A BlackBerry device user wants to activate her new BlackBerry device over the wireless network She is traveling and has accessed her organization s network from a hotel Which actions can the user take to activate the BlackBerry device over the wireless network? (Choose one) A Using BlackBerry Web Desktop Manager, click Assign Device under the Email Settings tab to begin the enterprise activation process B Using BlackBerry Web Desktop Manager, click Activate Now under the Device Management tab to begin the enterprise activation process C Using BlackBerry Web Desktop Manager, click Automatically Generate an Activation Password An enterprise activation password will be sent to the BlackBerry device in an email message 18 D This action requires features currently unsupported by BlackBerry Web Desktop Manager E Using BlackBerry Web Desktop Manager, set up an enterprise activation password and then type it on the BlackBerry device to begin the enterprise activation process

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=41>

QUESTION: 42

What information does the BlackBerry Infrastructure use when sending an email message from a BlackBerry device to the corresponding BlackBerry Enterprise Server for processing? (Choose one) A Encryption key B Email address C SRP Identifier D PIN E ICCID

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=42>

QUESTION: 43

A BlackBerry device user has stopped receiving email messages on the BlackBerry device To determine the last time the BlackBerry device contacted the BlackBerry Enterprise Server, open BlackBerry Manager and click on the BlackBerry Enterprise Server name What should be done next to complete this task? (Choose one) A Select the All Users tab > Select the user s account > Check the Last BlackBerry Enterprise Server Contact Time field B Click on the user s account in the Tasks menu > From the Task list, select Modify User > Check the Last BlackBerry Enterprise Server Contact Time field C Select the Users tab > Right-click on the user s account > Select the Last BlackBerry Enterprise Server Contact Time field D Select the Users tab > Click on the user s account > From the Tasks window, check the Last BlackBerry Enterprise Server Contact Time field E Select the All Users tab > Double-click on the user s account > On the Properties tab, select General > Check the Last BlackBerry Enterprise Server Contact Time field

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=43>

QUESTION: 44

A BlackBerry device user is unable to receive email messages on the BlackBerry device Which two questions should the user be asked to help identify the problem? (Choose two) A Are you sure you are unable to receive email messages? B Are you able to send email messages? C What version of BlackBerry Desktop Software are you running? D When did you first notice this behavior? E May I log in to your workstation?

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=44>

QUESTION: 45

While a BlackBerry device user is attempting to pair a BlackBerry device with a Bluetooth enabled device, the following error message is displayed Uncaught Exception Which statement is true? (Choose one) A Bluetooth technology on the BlackBerry device has not yet been set to Discoverable B The Bluetooth enabled device you are attempting to pair with the BlackBerry device is out of range C Bluetooth technology on the BlackBerry device is set to Disabled D The Bluetooth option Address Book Transfer is set to Disabled E The Bluetooth Options database on the BlackBerry device must be cleared

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=45>

QUESTION: 46

A BlackBerry device user has reported that her Calendar items have stopped synchronizing wirelessly and the Wireless Synchronization option is missing Using BlackBerry Manager, how is this problem resolved? (Choose one) A Select the BlackBerry Enterprise Server name > Select Edit Properties in the Task pane > Choose Reset Wireless PIM Sync B Select the BlackBerry Enterprise Server name > Under the Users tab, select the user's account > Select Edit Properties in the Task pane > Select Enable Wireless Synchronization C Select the BlackBerry Enterprise Server name > Under the Users tab, select the user's account > Expand the Service Control & Customization tasks in the Task pane > Select Reset PIM Sync Field Mapping D Select the BlackBerry Enterprise Server > Under the Users tab, select the user's account > Expand the IT Admin tasks in the Tasks pane > Select Resend Service Books E Select the BlackBerry Enterprise Server name > Under the Server Configuration tab, select Service Control & Customization > Select Reset Wireless PIM Sync

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=46>

QUESTION: 47

Which three functions can be controlled by an IT policy? (Choose three) A Password age B Forced theme C Media card encryption D Bluetooth pairing E Screen brightness

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=47>

QUESTION: 48

A BlackBerry device user is missing the Certificate Sync icon in BlackBerry Desktop Manager What steps should the user take to make the Certificate Sync icon appear in BlackBerry Desktop Manager? (Choose one) A Launch BlackBerry Desktop Manager and select Enable Certificate Synchronization from the Options menu B Download and install the S/MIME Support Package for BlackBerry Smartphones, and then install the certificate synchronization tool from the S/MIME Support Package for BlackBerry Smartphones C Perform a custom installation of BlackBerry Desktop Manager and install the certificate synchronization tool D Extract the BlackBerry Desktop Manager installer file, and run the CERTSYNCEXE file to install the certificate synchronization tool E Perform a custom installation of BlackBerry Desktop Manager and install the S/MIME Support Package for BlackBerry Smartphones

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=48>

QUESTION: 49

Which three paths are used to locate information concerning Bluetooth devices that are currently paired with a BlackBerry device, from the home screen using the BlackBerry Dimension Icon theme? (Choose three) A Manage Connections > Bluetooth Options B Options > Pair Devices > Bluetooth Options C Set Up Bluetooth D Options > Network > Bluetooth E Options > Bluetooth

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=49>

QUESTION: 50

What is contained in the UID of the Desktop [CMIME] service book for a BlackBerry device user on a BlackBerry Enterprise Server? (Choose one) A Email address B URL C SRP identifier D IP address E Username

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=50>

QUESTION: 51

Which function needs to be enabled on the BlackBerry device before the BlackBerry device user can access the media card in the media manager tool? (Choose one) A Wi-Fi hotspot B Mass Storage Mode C Media Manager Certificate 22 D Bluetooth Desktop Connectivity E Format Media Card

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=51>

QUESTION: 52

When attempting to transfer a file from a computer to the BlackBerry device s internal memory using the media manager tool, the following error message is displayed An error occurred transferring \ to the BlackBerry device What caused this error? (Choose one) A The size of the file exceeded the storage limit of the computer B The file being copied is missing the file extension C Content Protection has not been enabled on the BlackBerry device D The media manager tool is only a demonstration version and needs to be upgraded to a full version E The size of the file exceeded the storage limit of the BlackBerry device s internal memory

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=52>

QUESTION: 53

Which path on a BlackBerry device is taken to find information concerning an IT policy and the time it was last updated on the BlackBerry device? (Choose one) A Options > Advanced Options > IT Policy B Options > Security Options > General Settings C Tools > Options > IT Policy > Settings D Tools > Settings > IT Policy E Options > Security Options > Application Permissions

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=53>

QUESTION: 54

Using the BlackBerry device menus, how are the ICCID and phone number for the BlackBerry device located? (Choose one) A Go to Options > Select Status 23 B Go to Options > Select Advanced Options > Select SIM Card C Go to Call Log > Display the menu > Select Help D Go to Options > Select Owner E Go to Options > Select Mobile Network

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=54>

QUESTION: 55

A BlackBerry device user explains that he is unable to send email messages from his BlackBerry device He verifies that his BlackBerry device has full signal strength with an uppercase network identifier PIN messaging is functional Which three steps should be taken to continue troubleshooting this problem? (Choose three) A Verify that the required service books are present on the BlackBerry device B Collect the error message from the Message Status field of the sent email message C Obtain the user s name and phone number D Verify the user status on the BlackBerry Enterprise Server E Check the IT policy assigned to the user

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=55>

QUESTION: 56

Where can a system administrator verify that the PIM sync is enabled for the Address Book? (Choose one) A Select User > Click Settings > Click Wireless Synchronization > Set to False B

Select User > Click Edit Properties > Click Wireless Synchronization > Set to Yes C Select Accounts > Click Edit Synchronization > Click PIM Sync > Click Address Book > Set to True D Select User > Click Edit Properties > Click PIM Sync > Click Address Book > Select Synchronization enabled > Set to True E Select Accounts > Click Edit Properties > Click Wireless Synchronization > Click Address Book > Set to Yes

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=56>

QUESTION: 57

Which version of BlackBerry Desktop Manager includes the media manager tool? (Choose one) A BlackBerry Desktop Manager 36 B BlackBerry Desktop Manager 40 C BlackBerry Desktop Manager 41 D BlackBerry Desktop Manager 412 E BlackBerry Desktop Manager 42

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=57>

QUESTION: 58

Which three integration methods does BlackBerry Desktop Manager offer? (Choose three) A BlackBerry Enterprise Server B BlackBerry Desktop Redirector C BlackBerry MDS D BlackBerry Desktop Router E BlackBerry Internet Service

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=58>

QUESTION: 59

Which Bluetooth profile does the BlackBerry Smart Card Reader use? (Choose one) A Object Push Profile B Serial Port Profile C Human Interface Device Profile D Generic Object Exchange Profile E Hard Copy Cable Replacement Profile

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=59>

QUESTION: 60

25 A support representative is troubleshooting a BlackBerry device issue with a BlackBerry device user to determine the cause of the problem The user is unaware of which model of

BlackBerry device he is using, but describes his BlackBerry device as having the following features QWERTY keyboard Wi-Fi connectivity GPS Which BlackBerry device is he using? (Choose one) A BlackBerry 8800 smartphone B BlackBerry Pearl 8120 smartphone C BlackBerry Curve 8310 smartphone D BlackBerry 8820 smartphone E BlackBerry Curve 8320 smartphone

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=60>

QUESTION: 61

A BlackBerry device user is attempting to use a Bluetooth keyboard with a BlackBerry device In Application Permissions, the user is unable to set the Keystroke Injection option to Allow What is required for this function to work? (Choose one) A IT policy that allows Keystroke Injection B Application Control policy that allows Event Injection C IT policy that allows Bluetooth Keyboard Injection D Application Control policy that allows Keystroke Injection E The service provider must provision the BlackBerry device for Event Injection

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=61>

QUESTION: 62

After initiating an enterprise activation from the BlackBerry device, the following error message is displayed An error has occurred Please contact your System Administrator What is a cause of this error? (Choose one) A The BlackBerry device failed to register on the wireless network or is not provisioned for BlackBerry Enterprise Server services B The enterprise activation password supplied is different from the enterprise activation password set in BlackBerry Manager C The BlackBerry device user account has not yet been added to the BlackBerry Enterprise Server 26 D The BlackBerry device was previously active on another BlackBerry Enterprise Server and has a conflicting IT policy E The enterprise activation message sent from the BlackBerry device to the BlackBerry device user s email address failed to arrive in the inbox

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=62>

QUESTION: 63

Where is the default Intellisync folder in a Microsoft Windows XP operating system located? A C\Documents and Settings\\Application Data\BlackBerry Desktop\Transaction

Manager\ComponentData\Intellisync B C\Program Files\Common Files\Research In Motion\Intellisync C C\Program Files\Research In Motion\BlackBerry\Intellisync D C\Documents and Settings\\Application Data\Research In Motion\BlackBerry\Intellisync E C\Program Files\Research In Motion\BlackBerry\Data Migration Wizard\Intellisync

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=63>

QUESTION: 64

A BlackBerry device user accidentally typed the BlackBerry device password ten times and all data and applications were deleted from the BlackBerry device The user contacted the system administrator to have an enterprise activation password set Upon completion of enterprise activation process, the message list is empty What is a reasonable explanation for this occurrence? (Choose one) A Message pre-population is turned off on the BlackBerry Enterprise Server for the selected user B Message pre-population will only occur if the user activates a new BlackBerry device or if the user account being activated is for a new user C Once email messages have been delivered to a BlackBerry device, pre-population of those email messages is blocked D Message pre-population must be initiated manually by the user during the enterprise activation process The user needs to select the Reconcile Now option from the Message options E The wireless backup of the email messages database is corrupt on the BlackBerry Enterprise Server 27

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=64>

QUESTION: 65

By default, which firewall port is used by the BlackBerry Enterprise Server for inbound and outbound data flow? (Choose one) A 3101 B 3180 C 4101 D 8080 E 8180

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=65>

QUESTION: 66

How would a BlackBerry device user check the signal strength dBm value on the BlackBerry device to determine if the BlackBerry device is in a wireless coverage area? (Choose one) A Go to Options > Select About B Go to Options > Select Mobile Network C Select Manage Connections D Go to Options > Select Advanced Options > Select Cell Broadcast E Go to Options > Select Status

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=66>

QUESTION: 67

What are three key features of the silent install process for BlackBerry Desktop Software? (Choose three) A The option to preconfigure default settings for a BlackBerry Desktop Software installation B The option to automatically update BlackBerry Device Software when the BlackBerry device is connected to the computer C Allows a simplified initial deployment of BlackBerry Desktop Software to a large number of computers D Fully automated so BlackBerry device user interaction is unnecessary E The option to update or modify installation options after deployment

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=67>

QUESTION: 68

BlackBerry Desktop Manager generated the following error message and then shut down
Illegal operation occurred Abnormal program termination The BlackBerry device user removed and re-installed BlackBerry Desktop Manager, but the error message was generated again What should you do to resolve this issue? (Choose one) A Set the data value of HKEY_LOCAL_MACHINE\Software\Microsoft\Windows\CurrentVersion\Uninstall\BlackBerry from 1 to 0 B In the BlackBerry Desktop Manager installer folder, set the value of Install option in the SETUPINI file from 1 to 0 C Perform a clean uninstall/reinstall of BlackBerry Desktop Manager D Perform a custom install of BlackBerry Desktop Manager E Download and install the Clean_Uninstall.exe from the BlackBerry website

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=68>

QUESTION: 69

In what order do the stages of enterprise activation occur? (Choose one) A Activating, Receiving services, Encryption verification, Slow synchronization B Activating, Encryption verification, Receiving services, Slow synchronization C Activation, Encryption verification, Slow synchronization, Receiving services D Encryption verification, Slow synchronization, Receiving services, Activation E Encryption verification, Receiving services, Activation, Slow synchronization

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=69>

QUESTION: 70

29 Which BlackBerry Enterprise Server component can be installed in a DMZ as per RIM recommended best practices? (Choose one) A BlackBerry Attachment Service B BlackBerry MDS Services C BlackBerry Administration Service D BlackBerry Router E BlackBerry Connection and Collaboration Service

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=70>

QUESTION: 71

A support representative assists a BlackBerry device user in setting up organizer data synchronization options What are two appropriate ways to ensure that the user knows which steps to take, should the options need to be reset in the future? (Choose two) A Tell the user to follow the same contact procedure as used in the current situation B Tell the user to write down all the steps taken so that the information is available for future reference C Provide a detailed technical explanation as to why the options are set up according to the steps provided D Send an email message to the user containing links to relevant knowledge base articles in the BTSC E Explain how to locate related information in the BTSC

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=71>

QUESTION: 72

Which three features can be controlled by an IT policy? (Choose three) A Phone B Browser C Safe senders D Spam email message filters E Forbidden passwords

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=72>

QUESTION: 73

When configuring server options for the certificate synchronization tool in BlackBerry Desktop Manager, which three server types are available?(Choose three) A LDAP B CA C CRL D

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=73>

QUESTION: 74

A BlackBerry device user needs to transfer pictures from an old BlackBerry device to a new BlackBerry device Which database would the user transfer to accomplish this? (Choose one) A Media B Pictures C Content Store D Photos E Media Content

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=74>

QUESTION: 75

Which organizer data application is supported for synchronization in BlackBerry Desktop Manager 420? (Choose one) A Sage ACT! 2006 B Microsoft Outlook Express 5 C Novell GroupWise 653 D Microsoft Outlook 2007 E IBM Lotus Notes 502

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=75>

QUESTION: 76

The Desktop [ALP] service book contains information required for which of the following? (Choose one) A To browse the Internet using BlackBerry MDS B To use BlackBerry device calendar functions C To wirelessly synchronize PIM databases D To send email messages and perform functions such as wireless email message reconciliation E To perform wireless GAL searches

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=76>

QUESTION: 77

A BlackBerry device user needs a colleague public certificate What are two ways for the BlackBerry device user to obtain the colleague s public certificate if LDAP queries are failing? (Choose two) A The colleague sends the user an encrypted message B The colleague sends the user a signed message C The colleague sends the user the public certificate D The user

performs an address book lookup for the colleague E The colleague s public certificate is resent from the BlackBerry Enterprise Server

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=77>

QUESTION: 78

Which three actions can a BlackBerry device user perform using BlackBerry Web Desktop Manager? (Choose three) A Manage more than a single BlackBerry device using a USB connection B Create enterprise activation passwords to activate new BlackBerry devices C Install, update, or upgrade BlackBerry Device Software and third-party applications D Transfer and convert media content using the media manager tool E Send PIN or email messages to other users within the same organization 32

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=78>

QUESTION: 79

Given the following - The BlackBerry device has been provisioned properly by the service provider - The BlackBerry device user has been added to the BlackBerry Enterprise Server - The enterprise activation password has been set - The user has navigated to the enterprise activation screen After the user types an email address and activation password to begin the enterprise activation process, the BlackBerry device displays Activating? Which two actions should be taken to troubleshoot this problem? (Choose two) A Have the user check the email messages on the BlackBerry device for the enterprise activation message B Have the user check the inbox for the enterprise activation message C Ensure that the dat attachment is present with the enterprise activation message D Check the BlackBerry device for configured email message filters E In BlackBerry Manager, choose Password Unlock

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=79>

QUESTION: 80

How would a BlackBerry device user, set the option to place a separate text message icon on the Home screen? (Choose one) A From the Home screen, go to Messages > Display the menu > Select Options > Select General Options > Modify the SMS and Email Inboxes field B From the Home screen, go to Options > Select Advanced Options > Select Message Services > Modify the SMS and Email Inboxes field C From the Home screen, go to Messages > Display

the menu > Select Options > Select Email Settings > Modify the SMS and Email Inboxes field
D From the Home screen, go to Options > Select Advanced Options > Select Applications >
Modify the SMS and Email Inboxes field E From the Home screen, go to Messages > Display
the menu > Select Options > Select Email Reconciliation > Modify the SMS and Email
Inboxes field

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=80>

QUESTION: 81

A BlackBerry device user calls his system administrator and reports that his Calendar is empty
The system administrator decides that the service book responsible for that function only
should be refreshed What should be done to refresh the service book? (Choose one) A Open
BlackBerry Manager > Select the BlackBerry Enterprise Server name > Select the Users tab >
Right-click on the user's account > Select Resend Service Book B Go to the Options menu on
the BlackBerry device > Select Advanced Options > Select Service Book > Select Desktop
[CMIME] > Select Delete > Select Undelete C Go to the Options menu on the BlackBerry
device > Select Advanced Options > Select Service Book > Select Desktop [SYNC] > Select
Delete > Select Undelete D Go to the Options menu on the BlackBerry device > Select
Advanced Options > Select Service Book > Select Desktop [CICAL] > Select Delete > Select
Undelete E Open the Calendar on the BlackBerry device > Display the menu > Select
Reconcile Now

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=81>

QUESTION: 82

A BlackBerry device user wants email messages that are received in a subfolder of her inbox to
be delivered to her BlackBerry device Currently, only email messages received directly in her
inbox are delivered to her BlackBerry device What does the user do next to configure these
settings using the synchronization tool in BlackBerry Desktop Manager? (Choose one) A
Select the Configuration tab > Click Configure Reconciliation? > Select the Personal Folder
drop-down box B Select the Advanced tab under Email Settings > Click Choose Folders? C
Select the Configuration tab > Click Configure Reconciliation? > Verify the Device Wins radio
button is selected D Select the Filters tab > Click New? E Select the Redirection tab > Click
Configure Email Redirection > Click Select Folders 34

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=82>

QUESTION: 83

Which three items are found under the Status menu? (Choose three) A Signal B File used C File total D IMEI E Phone number

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=83>

QUESTION: 84

The BlackBerry device is displaying a 507 error What does this error indicate and what should be done to resolve the error? (Choose one) A This error indicates a locked BlackBerry device that needs to have BlackBerry Device Software installed using the application loader tool B This error indicates that no applications are installed on the BlackBerry device and BlackBerry Device Software must be re-installed using the application loader tool C This error indicates a hard reset and a restore of the BlackBerry device databases using the backup and restore tool is required D This error indicates a locked BlackBerry device that needs to have the BlackBerry device databases restored using the backup and restore tool E This error indicates that no applications are installed on the BlackBerry device and the BlackBerry device databases need to be restored using the backup and restore tool

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=84>

QUESTION: 85

Which three types of documents are available to BlackBerry devices? (Choose three) A BlackBerry device user guides B Safety and product information booklets C BlackBerry device getting started guides D Fixed and known issues lists E Handheld management guides

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=85>

QUESTION: 86

A BlackBerry device user lost her BlackBerry device What can a system administrator do to ensure that her confidential data is inaccessible to others? (Choose one) A Delete her user account in BlackBerry Manager B In the IT Admin Tasks pane, select Erase Data and Disable Handheld C Contact the service provider and request that service on the BlackBerry device be terminated D In BlackBerry Manager, right-click on the username and choose Wipe Handheld E Advise the user to immediately change her email account password

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=86>

QUESTION: 87

A BlackBerry device user has the following environment - Microsoft Exchange Server 2003 - No BlackBerry Enterprise Server - No BlackBerry email addresses set up - Microsoft Windows XP SP 2 operating system Based on the user s environment, what is the only BlackBerry Desktop Manager installation type that will route work email messages to the BlackBerry device? (Choose one) A BlackBerry Enterprise Server B BlackBerry Internet Service C BlackBerry Desktop Redirector D BlackBerry HTTP Redirection E BlackBerry SMTP Redirection

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=87>

QUESTION: 88

A BlackBerry device user is trying to upgrade her version of 36 BlackBerry Device Software and wants to verify that the latest version of BlackBerry Device Software has been installed on her computer Which two methods will help determine what version of BlackBerry Device Software is currently installed on the computer? (Choose two) A Open Add or Remove Programs > Select the BlackBerry Device Software for the BlackBerry device model > Select Click here for Support Information B Open Microsoft Windows Device Manager > Expand RIM Device > Right-click on BlackBerry Device > Select Properties C Launch BlackBerry Desktop Manager > Select Help > Select About Desktop Manager > Select the Device Software tab D Run GETBBVERSIONEXE from the command prompt E Open DEVICEINFOINI from C:\Program files\ Research In Motion\BlackBerry

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=88>

QUESTION: 89

When the BlackBerry Smart Card Reader is in a pairing state, it displays the reader ID and the LED displays as which of the following? (Choose one) A Flashing blue B Solid blue C Flashing green D Solid green E Flashing red F Solid red

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=89>

QUESTION: 90

While a BlackBerry device user is attempting to synchronize data files, the following error message is displayed Online connection to your mail server is unavailable Which two actions will best resolve this error? (Choose two) A Confirm that the BlackBerry device user has a valid connection to his work network B Perform a clean uninstall of BlackBerry Desktop Manager and upgrade to the latest version C Confirm that the BlackBerry device is connected to BlackBerry 37 Desktop Manager D Check if the BlackBerry device user is able to send and receive email messages E Contact the administrator of the BlackBerry device users messaging server to verify that services are functioning as expected

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=90>

QUESTION: 91

During the wireless enterprise activation process, a BlackBerry device stops responding and displays the following message Waiting for Services Which two BlackBerry Enterprise Server components could be causing this? (Choose two) A BlackBerry MDS Services B BlackBerry Policy Service C BlackBerry Attachment Service D BlackBerry Database Consistency Service E BlackBerry Synchronization Service

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=91>

QUESTION: 92

A BlackBerry device user explains that he is unable to send email messages from his BlackBerry device He verifies that his BlackBerry device has full signal strength with an uppercase network identifier PIN messaging is functional Which three steps should be taken to continue troubleshooting this problem? (Choose three) A Verify that the required service books are present on the BlackBerry device B Collect the error message from the Message Status field of the sent email message C Obtain the user s name and phone number D Verify the user status on the BlackBerry Enterprise Server E Check the IT policy assigned to the user

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=92>

QUESTION: 93

38 Which is NOT a pre-requisite for enterprise activation? (Choose one) A The service provider must provision the BlackBerry device for BlackBerry Enterprise Server services B The BlackBerry device user account must be added to the BlackBerry Enterprise Server C The wireless synchronization settings must be properly configured for the BlackBerry device user s account D The BlackBerry Enterprise Server must be correctly configured to access the BlackBerry device user s mailbox E An enterprise activation password must be set for the BlackBerry device user s account

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=93>

QUESTION: 94

Which of the following two supported protocols are used by the BlackBerry Enterprise Server to connect to the BlackBerry Enterprise Server Management database on a Microsoft SQL Server? (Choose two) A NetBEUI B NWLink IPX/SPX C Multiprotocol D Named Pipes E TCP/IP

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=94>

QUESTION: 95

When enabling advanced logging, which values in ILOPTCFGCFG must be modified and what should those values be after modification? (Choose one) A MultiJobTraceLog = 0 TifLog = 1 B MultiJobTraceLog = 200 TifLog = 100 C TranslatorLogVerbosity = 100 MultiJobTraceLog = 200 D TranslatorLogVerbosity = 100 TifLog = 1 E TranslatorLogVerbosity = 0 TifLog = 100

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=95>

QUESTION: 96

The Desktop [IPPP] service book contains information required for which of the following? (Choose one) A To browse the Internet using BlackBerry MDS B To use BlackBerry device calendar functions C To wirelessly synchronize PIM databases and to wirelessly back up and restore BlackBerry device data D To send email messages and perform functions such as wireless email message reconciliation E To perform wireless GAL searches

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=96>

QUESTION: 97

A BlackBerry device user wants to install a third-party weather reporting application on a BlackBerry device. Which two sequences will assist the user in installing the third-party application? (Choose two)

A Launch the application loader tool > Click Add > Browse to and select the appropriate jad, cod, and installexe files > Set the Action option to Install

B Install the third-party application software on the computer, if required > Launch the application loader tool and select the application > Verify that the Action option for the application has been set to Install

C Launch the backup and restore tool > Click Advanced > Select the Transfer Third-party Application tab > Choose the appropriate jad, cod, and installexe files

D Launch the backup and restore tool > Click Advanced > Select the Transfer Third-party Application tab > Select the appropriate INSTALLEXE file > Click Transfer > Click on the INSTALLEXE file from the BlackBerry device to complete the installation

E Launch the application loader tool > Click Add > Browse to and select the appropriate alx file > Verify that the correct checkbox has been selected

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=97>

QUESTION: 98

40 Where can a system administrator verify that the PIM sync is enabled for the Address Book? (Choose one)

A Select User > Click Settings > Click Wireless Synchronization > Set to False

B Select User > Click Edit Properties > Click Wireless Synchronization > Set to Yes

C Select Accounts > Click Edit Synchronization > Click PIM Sync > Click Address Book > Set to True

D Select User > Click Edit Properties > Click PIM Sync > Click Address Book > Select Synchronization enabled > Set to True

E Select Accounts > Click Edit Properties > Click Wireless Synchronization > Click Address Book > Set to Yes

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=98>

QUESTION: 99

A BlackBerry device user receives the following error message when trying to install the S/MIME Support Package for BlackBerry devices: "The following application is not available: netrimBlackBerrysecuremailS/MIME". What is the cause of this error message and how can it be resolved? (Choose one)

A The synchronize certificates tool in BlackBerry Desktop Manager is unable to locate the required module. Verify that the S/MIME Support Package for BlackBerry Smartphones is properly installed on the computer and that it is a current version.

B

The backup and restore tool in BlackBerry Desktop Manager is unable to locate the required module Verify that BlackBerry Device Software is properly installed on the computer and that it is a current version C The synchronize tool in BlackBerry Desktop Manager is unable to locate the required module Verify that BlackBerry Device Software is properly installed on the computer and that it is a current version D The application loader tool in BlackBerry Desktop Manager is unable to locate the required module Verify that BlackBerry Device Software is properly installed on the computer and that it is a current version E The email settings tool in BlackBerry Desktop Manager is unable to locate the required module Verify that the S/MIME Support Package for BlackBerry Smartphones is properly installed on the computer and that it is a current version

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=99>

QUESTION: 100

A BlackBerry device user has reported that her Calendar items have stopped synchronizing wirelessly and the Wireless Synchronization option is missing Using BlackBerry Manager, how is this problem resolved? (Choose one) A Select the BlackBerry Enterprise Server name > Select Edit Properties in the Task pane > Choose Reset Wireless PIM Sync B Select the BlackBerry Enterprise Server name > Under the Users tab, select the user s account > Select Edit Properties in the Task pane > Select Enable Wireless Synchronization C Select the BlackBerry Enterprise Server name > Under the Users tab, select the user s account > Expand the Service Control & Customization tasks in the Task pane > Select Reset PIM Sync Field Mapping D Select the BlackBerry Enterprise Server > Under the Users tab, select the user s account > Expand the IT Admin tasks in the Tasks pane > Select Resend Service Books E Select the BlackBerry Enterprise Server name > Under the Server Configuration tab, select Service Control & Customization > Select Reset Wireless PIM Sync

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=100>

QUESTION: 101

A BlackBerry device user wants to activate her new BlackBerry device over the wireless network She is traveling and has accessed her organization s network from a hotel Which actions can the user take to activate the BlackBerry device over the wireless network? (Choose one) A Using BlackBerry Web Desktop Manager, click Assign Device under the Email Settings tab to begin the enterprise activation process B Using BlackBerry Web Desktop Manager, click Activate Now under the Device Management tab to begin the enterprise activation process C Using BlackBerry Web Desktop Manager, click Automatically Generate an Activation Password An enterprise activation password will be sent to the BlackBerry

device in an email message D This action requires features currently unsupported by BlackBerry Web Desktop Manager E Using BlackBerry Web Desktop Manager, set up an enterprise activation password and then type it on the BlackBerry device to begin the enterprise activation process 42

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=101>

QUESTION: 102

A BlackBerry device user has installed a personal certificate for EAP-TLS on a computer, and now wants to load the certificate on a BlackBerry device Which process installs the personal certificate on a BlackBerry device? (Choose one) A Open Certificate Sync > On the Root Certificates tab, select the personal certificate > Click Synchronize B Open Synchronize > On the Intermediate Certificates tab, select the personal certificate > Click Synchronize C Open Certificate Sync > On the Personal Certificates tab, select the personal certificate > Click Synchronize D Open Synchronize > On the Certificates tab, select the certificate > Click Synchronize E Open Application Loader > On the Personal Certificates tab, select the personal certificate > Click Load

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=102>

QUESTION: 103

Which BlackBerry Device Software release was the first release to have a dedicated Media application? (Choose one) A 41 B 422 C 421 D 420 E 43

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=103>

QUESTION: 104

A support representative is troubleshooting a BlackBerry device issue with a BlackBerry device user to determine the cause of the problem The user is unaware of which model of BlackBerry device he is using, but describes his BlackBerry device as having the following features QWERTY keyboard Wi-Fi connectivity GPS Which BlackBerry device is he using? (Choose one) 43 A BlackBerry 8800 smartphone B BlackBerry Pearl 8120 smartphone C BlackBerry Curve 8310 smartphone D BlackBerry 8820 smartphone E BlackBerry Curve 8320 smartphone

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=104>

QUESTION: 105

The BlackBerry Enterprise Solution uses symmetric key cryptography to encrypt and decrypt data sent between the BlackBerry Enterprise Server and the BlackBerry device. What is the highest level of encryption in the BlackBerry Enterprise Solution? (Choose one) A Triple DES B SSL C AES D DES E WEP

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=105>

QUESTION: 106

Which two statements are true about the BlackBerry Smart Card Reader? (Choose two) A It uses a USB cable plugged into the BlackBerry device to transfer encrypted data to another device B It is a lightweight, wearable device that is designed to allow controlled access to BlackBerry devices C It uses Compact Flash, MMX, xD, and Memory Stick Pro Duo memory cards to transfer files D It uses Bluetooth technology and AES 256-bit encryption E It uses personal information stored in the memory to access information while out of the office

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=106>

QUESTION: 107

44 A BlackBerry device user encounters an issue that is new to the support representative. What information could the support representative search for in the BTSC? (Choose three) A Knowledge base article number B Exact error message C Action the BlackBerry device user was trying to complete D Symptom of the issue E BlackBerry device release notes

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=107>

QUESTION: 108

When the Disable Connection and Collaboration Services option is selected, access to which of the following is disabled? (Choose one) A Wi-Fi services B IT policy services C Service books D BlackBerry MDS Services E Bluetooth services

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=108>

QUESTION: 109

A BlackBerry device user is receiving call log information in the Messages list, along with email messages and SMS messages What must be done to prevent call log information from being displayed in the Messages list? (Choose one) A Go to Call Log > Display the menu > Select Options > Select General Options > Set the option to None B Go to Messages > Display the menu > Select Options > Select General Options > Set the option to None C Go to Call Log > Display the menu > Select Options > Select Call Logging > Set the option to None D Go to Messages > Display the menu > Select Options > Select Call Logging > Set the option to None E Go to Call Log > Display the menu > Select Options > Select Call Barring > Set the option to None

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=109>

QUESTION: 110

Which two registry keys may still exist on the computer after an uninstall of BlackBerry Desktop Manager? (Choose two) A HKEY_CURRENT_USER\Software\BlackBerry B HKEY_LOCAL_MACHINE\Software\BlackBerry C HKEY_CURRENT_USER\Software\Research In Motion D HKEY_LOCAL_MACHINE\Software\Research In Motion E HKEY_CURRENT_CONFIG\Software\Research In Motion

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=110>

QUESTION: 111

The BlackBerry device is displaying a 523 error What does this error indicate and what should be done to resolve the error? (Choose one) A The error indicates a system process failure that needs to be recovered using the backup and restore tool B The error indicates that the personal certificate is missing and needs to be transferred using the certificate synchronization tool C The error indicates a system process failure that requires BlackBerry Device Software to be restored using the application loader tool D The error indicates the BlackBerry device cannot establish a connection to the wireless network The connection needs to be restored using the Register Now feature in the Host Routing Table screen on the BlackBerry device E The error

indicates a system process failure that requires all data and applications to be erased from the BlackBerry device using the Wipe Handheld option

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=111>

QUESTION: 112

The UMA network status indicates that the BlackBerry device user can only do which of the following things? (Choose one) A Send and receive email messages, and use the browser 46 B Use the phone, send and receive PIN messages, send and receive MMS messages, and use the browser C Use the phone, send and receive SMS messages, send and receive MMS messages, and use the browser D Send and receive SMS messages, send and receive MMS messages, and use the browser E Use the phone, send and receive email messages, send and receive PIN messages, send and receive SMS messages, send and receive MMS messages, and use the browser

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=112>

QUESTION: 113

What is the default file extension that follows the name of a BlackBerry device backup file? (Choose one) A cod B bak C alx D bbs E ipd

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=113>

QUESTION: 114

When performing a security wipe, the BlackBerry device displays scrubbing and an hour glass on the screen Which feature was enabled before performing the security wipe? (Choose one) A Content Compression B Mass Storage Mode C Memory Cleaning D Content Protection E Security Timeout

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=114>

QUESTION: 115

When trying to transfer pictures from a media card, the pictures appear as rem files What does this indicate? (Choose one) 47 A The default file extension has been changed in the Options menu of the Camera application B Encryption Mode is enabled in the Media Card menu of the Options application C The media card is faulty and needs to be replaced D Content Protection is enabled in the Security Options menu of the Options application E Memory Cleaning has been enabled on the BlackBerry device

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=115>

QUESTION: 116

While using the application loader tool, the following error message is displayed No system software was found for your device Which two methods are used to determine if the correct version of BlackBerry Device Software is installed on the computer? (Choose two) A Open Windows Device Manager > Expand RIM Device > Right-click on BlackBerry Device > Select Properties B Run GETBBVERSIONEXE from the command prompt C Run GETBBVERSILaunch BlackBerry Desktop Manager > Select Help > Select About BlackBerry Desktop Manager > Select the Device Software tab ONEXE from the command prompt D Open DEVICEINFOINI from C:\Program files\ Research In Motion\BlackBerry E Open the Control Panel > Click Add or Remove Programs > Locate the software for the specific model

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=116>

QUESTION: 117

A BlackBerry device user is unable to send email messages from a BlackBerry Internet Service account The service book for this email address has a red circle with a slash next to it What could cause this? (Choose one) A An IT policy on the BlackBerry device is preventing the use of the BlackBerry Internet Service B A service book is corrupt and needs to be refreshed C The CMIME service books are conflicting D The BlackBerry device is improperly provisioned and the service provider must be contacted 48 E The BlackBerry Internet Service account has been deleted

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=117>

QUESTION: 118

What information does the BlackBerry Infrastructure use when sending an email message from

a BlackBerry device to the corresponding BlackBerry Enterprise Server for processing?
(Choose one) A Encryption key B Email address C SRP Identifier D PIN E ICCID

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=118>

QUESTION: 119

When you have a lower case edge indicator on the Home screen of the BlackBerry device, what troubleshooting step will help determine if there is an issue with service provider connectivity? (Choose one) A Open the BlackBerry Browser B Perform an enterprise activation C Send an SMS message D View Internet Connection settings E Send a PIN message

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=119>

QUESTION: 120

Which option includes the Bluetooth driver required to pair the BlackBerry Smart Card Reader with a computer? (Choose one) A Manufacturer installed Bluetooth driver B BlackBerry Smart Card Reader Bluetooth driver C Mac OSX Bluetooth driver D Microsoft Windows XP Service Pack 2 Bluetooth driver E Linux Bluetooth driver 49

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=120>

QUESTION: 121

A system administrator is conducting load tests on the BlackBerry Enterprise Server and wants to reduce traffic from BlackBerry device users by taking away their option to synchronize wirelessly until testing is finished How can the system administrator accomplish this? (Choose one) A From the BlackBerry Enterprise Server, go to the Start menu > Select Programs > Select Administrative Tools > Select Services > Stop the BlackBerry Router B From the BlackBerry Enterprise Server, go to the Start menu > Select Programs > Select Administrative Tools > Select Services > Stop the BlackBerry Dispatcher C From BlackBerry Manager, click on the BlackBerry Enterprise Server name > Select the Global tab > Click on the Edit Properties link > Display the Global PIM Sync menu > Select Disable Synchronization D From BlackBerry Manager, click on the BlackBerry Domain > Select the Global tab > Click on the Edit Properties link > Display the Global PIM Sync menu > Select Disable Synchronization E From BlackBerry Manager, right-click on the BlackBerry Enterprise Server name > Select

Disable Synchronization

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=121>

QUESTION: 122

A BlackBerry device user has left his BlackBerry device on a plane and will retrieve it in a few days. He wants to safeguard the data on his BlackBerry device until then. What can be done to safeguard the data on the BlackBerry device until it is returned? (Choose one)

A From BlackBerry Manager, click BlackBerry Domain > Select the All Users tab > Right-click on the user's account > Select Secure Handheld

B From BlackBerry Manager, click on the BlackBerry Enterprise Server name > Select the Users tab > Right-click on the user's account > Select Set Password and Lock Handheld

C From BlackBerry Manager, click on the BlackBerry Enterprise Server name > Select the All Users tab > Right-click on the user's account > Select Disable Mail Redirection

D From BlackBerry Manager, click on the BlackBerry Enterprise Server 50 name > Select the Users tab > Right-click on the user's account > Select Disable Connection and Collaboration Services

E From BlackBerry Manager, click BlackBerry Domain > Select the Users tab > Right-click on the user's account > Select Enable Content Protection

Answer: <http://www.twpass.com/twpass.com/exam.aspx?ecode=BCP-211&qno=122>

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